

Law Enforcement Agency (LEA) Inquires to Level 3 Communications, LLC (“Level 3”)



<p>Exigent/Urgent LEA Requests:</p>	<p>720-888-0012 (24/7 Security Operations Center) – <u>FOR EXIGENT OR URGENT REQUEST ONLY</u></p>
<p>LEA Requests for Information and/or Records</p>	<p>To assist Law Enforcement Agencies (LEA) with obtaining information as quickly as possible, Level 3 has set up a portal for LEA’s to use. As Level 3 does not typically have end subscribers, most information regarding Level 3 reseller information can be divulged via the portal without a subpoena.</p> <p>Before sending Level 3 a subpoena for telephone number info, please use the Level 3 Portal to query telephone number(s). To access the portal, please go to https://leaportal.level3.net/. For detailed instructions on using the portal, please see Appendix A.</p> <p>After clicking the LEA Portal link, please follow the instructions to request a code for your Level 3 Number Query. If you have any questions about this process, please call Level 3 Communications Security Operations Center at 720.888.0012 and reference the LEA Portal. You can also send an email to LEA_REQUEST@Level3.com with your issue.</p>
<p>Submitting a <u>CRIMINAL</u> Subpoena</p>	<p>If you do not obtain the information you need on the portal, please submit a subpoena to: subpoenas@level3.com or fax to: 720-888-5631. <u>DO NOT SEND CIVIL SUBPOENAS TO THIS MAILBOX.</u> For civil subpoenas instructions click here.</p>
<p>At minimum, your subpoena should include:</p>	<ul style="list-style-type: none"> • All properly issued subpoenas must be signed and dated. • All subpoenas must identify the proper legal entity from which information is requested: Level 3 Communications, LLC (or one of its acquired companies).
<p>Required Information re TN requests</p>	<ul style="list-style-type: none"> • Complete 10-digit Telephone Number (TN) • Relevant time period. If no relevant time period is identified by the subpoena, assigned subscriber information for the most recent period will be provided.
<p>Required Information re IP requests</p>	<ul style="list-style-type: none"> • Prior to sending your request, please verify the IP address is assigned to Level 3 (or one of its acquired companies) here: http://whois.arin.net/ui/ • Complete IP address • Date, time and time zone during which the IP usage in question occurred (date ranges alone may be insufficient to accurately process your request) • Port number may be necessary for certain types of requests
<p>Business Names We Operate Under</p>	<p>Business Entity Name: Level 3 Communications, Inc.</p> <p>Related businesses: Level 3 Communications TW Telecom Broadwing Communications Global Crossing Telecommunications ICG Telecom TelCove WilTel Communications</p>

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	Genuity, Inc.	
Customer Notification	For any subpoena seeking production of customer data, it is Level 3’s policy to notify its customer of the subpoena in order to allow the customer an opportunity to object to the subpoena prior to production. In the event Level 3’s customer notification would jeopardize a confidential, law enforcement investigation, the law enforcement agent must obtain an appropriate Court Order, expressly ordering production of relevant data without any disclosure or notification to the customer by Level 3.	
Records Retention	Preservation Requests <i>(by Government Agencies ONLY)</i>	90 Days
	Call Detail Records (“CDRs”)	2 Years
	Text Message Data	N/A <i>(Text message data is not recorded or stored by Level 3)</i>
Other Inquiries		
FISA, CALEA	calea@Level3.com	
NSLs	For questions about how to get an NSL processed, send an email to LEA_REQUEST@Level3.com	
Secret Service Requests	Send LOA or questions to LEA_REQUEST@Level3.com	
PSAP Issues Phone #	866-594-2486 911 Operations group	
Consumer Complaints	Any complaints regarding misuse of phone numbers or IP addresses assigned to Level 3 should be submitted by selecting the following: 1) “Security, Law Enforcement and Acceptable Use Policy” (see link below); 2) “Abuse Issues” link (under the “Report an Incident” heading).	
Customer Requests for Data	Customer data is available to customers through the customer portal, which may be accessed by selecting the following: 1) “Customer Center” (see link above); 2) “MyLevel3 Portals” link; 3) “Access MyLevel3 Portal” link. If the data you seek is not available through the customer portal, please contact your Account Manager for further assistance. <i>Please note that all Call Detail Records are provided through our secure portal.</i>	

If you have an issue different than what has been outlined here, please send an email to LEA_REQUEST@LEVEL3.com

Appendix A: LEA Portal Instructions

The Level 3 Communications number query site is now available for use. This Portal allows LEAs to get the same information, only faster. Usually about a day.

There is also no need to send a subpoena.

You will get the contact information for the Service Provider we have assigned the number to. Then you can send them a subpoena or preservation request.

To access the site, please go to:

<https://leaportal.level3.net>

Please follow the instructions to request a code for your Level 3 Communications number query. This code will also need to be re-entered to access the response.

An email with a link will be sent to you, after your information request has been completed. You will have to follow the link, enter your pass code, and get your results. After this second use of the code, you may dispose of it.

You will need to request a code every time you do a new query in the site, but you can request information for up to 15 numbers per request.

If you have any questions, please call Level 3 Communications Security Operations at 720-888-0012, and reference the LEA Portal, or send an email to LEA_REQUEST@LEVEL3.COM

Portal FAQs

Common problems:

1. Question: “I haven’t gotten my email with my code.”

Answer: If you are using Internet Explorer you will need to update your Java Script, or use another browser. Google Chrome or Mozilla Firefox work best.

Answer #2: This could be an IT issue on your side. Sometimes LEA systems will not allow Level 3 emails through. We are a telecommunications company and our emails may be viewed as spam.

2. Question: “The site tells me my email address is not a recognized LEA Domain.”

Answer: The system does not recognize your domain because we need to manually add it. This usually happens with local Law Enforcement emails. Most Federal Law Enforcement domains already have access. Send a request to add your email domain to LEA_REQUEST@LEVEL3.COM

Answer #2: We will NOT accept Yahoo, GMAIL, MSN, COMCAST, or any other public email domain as an LEA email domain. NO EXCEPTIONS. Blocks have been placed in the Portal as well.

Appendix A: LEA Portal Instructions

3. Question: “There is nowhere for me to enter the letters/words to request a code.”

Answer: If you are using Internet Explorer you will need to update your Java Script, or use another browser. Google Chrome or Mozilla Firefox works best.

4. Question: “I have entered the letters/numbers of the CAPCHA, and it tells me it is going to process my request, but I still haven’t gotten an email.”

Answer: If you are using Internet Explorer you will need to update your Java Script, or use another browser. Google Chrome or Mozilla Firefox works best.

5. “I put in my request and it says my response is incomplete.”

Answer: Your request has gone into a queue, and just needs to be manually completed. You should still receive a response within 48 hours though. Probably less.